

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Chavez, et al.

Art Unit : Unknown

Serial No. : N/A

Examiner : Unknown

Filed : November 21, 2003

Title : SCRIPT TRANSLATION

MAIL STOP PATENT APPLICATION

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Applicant submits the references listed on the attached form PTO-1449.

This statement is being filed with the application. Accordingly, only copies of foreign patent documents and non-patent literature are enclosed.

The Applicant is not able to submit certain confidential and proprietary documentation for the Siebel® SmartScript Product V6.0. However, the Applicant has described current knowledge of the use of this particular SmartScript product in the "Background" section of the patent application. The Applicant is also submitting the following public information about the SmartScript product obtained from the World-Wide Web.

Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: Nov. 21, 2003



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Substitute Form PTO-1449 (Modified) Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-149001	Application No.
	Applicant		
	Filing Date	Group Art Unit	

U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA						
	AB						
	AC						
	AD						
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	AF						
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	AH						
	AI						
	AJ						
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Foreign Patent Documents or Published Foreign Patent Applications								
Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							

Other Documents (include Author, Title, Date, and Place of Publication)		
Examiner Initial	Desig. ID	Document
	AQ	http://www.siebel.com/products/service/call_center/workflow_automation.shtm - "Implementing Best Practices," Siebel Systems, Inc., Printed from the Internet Nov. 17, 2003, 2 pages.
	AR	http://verslun.nyherji.is/pdf/siebelcallcenter.pdf - "Siebel Call Center," Siebel Systems, Inc., Printed from the Internet Nov. 17, 2003, 11 pages.
	AS	
	AT	

Examiner Signature	Date Considered
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	